



## SATERN ADMINISTRATOR LEAD (SAL)

### Description of Responsibilities

As of 9/19/07

There will be one (1) SAL assigned within each Center and Functional Discipline who is a Level 1 or Level 8 SATERN Administrator, respectively. Centers and Disciplines may also designate a Deputy SAL to serve in conjunction with / in place of the SAL as necessary.

The SAL has the following responsibilities:

- Acts as the Center's/Discipline's primary liaison to the SATERN Program Office for business process improvements and actively participates in problem identification & resolution
- Supports SATERN change management efforts/activities at the Center/Discipline and agency level; ensures all SATERN Program and Project communications are distributed to Center/Discipline users
- Provides or ensures adequate SATERN Administrator training for other Administrators within their Center/Discipline
- Provides or ensures adequate SATERN Administrator training for his/her Deputy SAL
- Submits SATERN change requests according to agency procedure on behalf of Center/Discipline
- Receives problem escalation notification from other SATERN Administrators and escalates according to Center/Discipline escalation procedures
- Communicates issues with Training and Staging environments to local Administrators, who in turn notify local users who are planning activities that are dependent on the system
- Works with other Administrators to develop local procedures for handling Production environment outages
- Communicates miscellaneous temporary or permanent activity within the Center or Discipline's SATERN domain to Administrators and users
- Implements a Center/Discipline Administrator user account approval process consistent with the agency and SATERN Administrator user account requirements
- Engages multiple Administrator user constituencies within Center/Discipline to ensure any issues with the SATERN system or business processes are identified and resolved
- Recommends changes to SATERN and/or SATERN processes as necessary
- Establishes and maintains a network of all SATERN Administrators within the Center/Discipline
- Participates in SATERN Administrators' Forum calls



- Supports/attends periodic workshops with SATERN Program Office to assess and resolve operational and service issues at the agency level (some travel may be required)
- Promotes and monitors Administrators' use of SATERN business rules and processes within the Center/Discipline
- May represent the Center/Discipline as a member of SATERN governance boards